

1. PURPOSE AND SCOPE OF THIS MEMORANDUM

This memorandum summarizes a site survey performed on July 18, 2008 to evaluate the condition of ADA-mandated accessibility at the Town Hall in Pembroke Massachusetts. After a description of the site and interior conditions of the building, recommended improvements are provided in Section 7, beginning on page 8.

2. SPECIFIC SITE

The subject property is the Pembroke Town Hall at 100 Center Street.



3. NAME AND LOCATION OF SITE

- a. The Town Hall is located on a 1.97 acre Town-owned site (Parcel C9-39), accessed primarily from Center Street to the North. It is adjacent to the Police Department parcel to the East and the Recreation / Library parcels to the South.

4. EXISTING CONDITION OF FACILITY

a. Existing Conditions

- i. Primary uses: Town Hall is used for typical municipal administrative and service purposes. There is considerable public access on an individual and group basis.
- ii. Hours of Operation: Town Hall is open weekdays during normal business hours, with frequent evening and occasional weekend openings for meetings, hearings, etc. It is also used as a polling place.
- iii. Employee access needs: Town Hall employees are typically professional, administrative and building maintenance staff. Their access needs can be assumed to be similar to that of the general public.

b. Nature of site and building development

The Town hall was initially constructed but damaged by fire and rebuilt in 1978 with a two-story addition at the south of the original building. The addition included an accessible public

entrance, elevator and other new areas. The Pembroke Assessor's records indicate a total of 12,648 Sq. ft. of floor space, with a current building value of \$1,088,000.

- c. Surrounding Town uses include the Police Station to the East and the Recreation, Library and Community Center to the South, all of which share some degree of common pedestrian and vehicle access, as well as parking.

5. CONDITIONS OF FACILITY ACCESS

a. Approach to parking lot, parking spaces and signage

The Town Hall is marked by a two yard signs, both visible from the street. The parking area is paved and contains approximately 46 marked parking spaces, with additional informal capacity. Three of the marked spaces are designated as accessible. Two of these spaces are immediately adjacent to the accessible lower-level Town Hall entrance. The third space is immediately opposite the entrance to the adjacent Police Station and is generally accessible from either building, although signage at that space only indicates the direction to the Town Hall entrance, and the space has no marked access aisle. There are no marked van-accessible spaces. . There is no direct sidewalk access from a public way.

The condition of accessible parking spaces and accessible routes is generally good. However, the front-to-back and cross-slope of the spaces varies but is typically between 1.4 and 3.0 degrees, in excess of the ADA standard of 1.2 degrees. The pathway to the Town Hall entrance is compliant in the direction of travel but may exceed the allowable cross-slope pitch in places, depending on the exact direction of approach.

We note that the original Town Hall entrance porch, facing Northwest towards Center Street, is not accessible from the exterior or from the building interior due to exterior steps and a high threshold at the door.

b. Entrance and access to primary uses

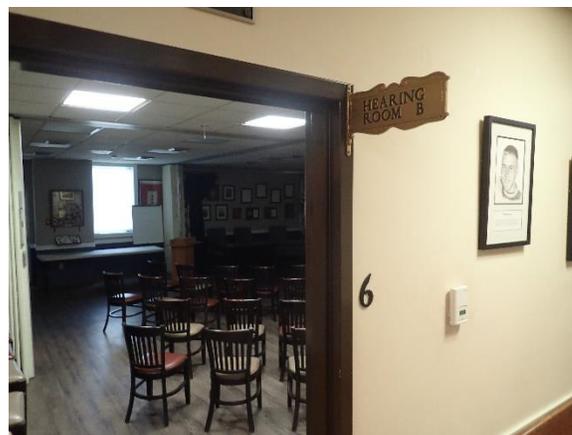
i. Door and Sill – Main (rear) entrance

The main (lower-level) entrance is generally accessible, but the door threshold does not fully meet ADA standards. It appears that there has been an issue with site flooding around the covered entry porch. The door threshold appears to have been retrofitted to control water intrusion into the building. There is a raised wood threshold at the interior and exterior of the door. This threshold is beveled on both sides, but well exceeds the allowable total height of $\frac{1}{2}$ ". The interior side if the threshold is also worn from use and exceeds the maximum allowable vertical step of $\frac{1}{4}$ ". The door, hardware and operation are otherwise compliant.



ii. Directional signage to primary uses within building

The interior signage at Town Hall does not generally meet ADA standards. Most permanent rooms and spaces are clearly identified, but the signage is typically high-mounted (in some cases, low-mounted) and lacks the required Braille characters.



The two accessible toilet rooms, including their power door operators, are clearly marked, but also lack Braille characters. “Men’s” and “Women’s” toilet room signage is mounted too high and does not include raised or Braille characters.



iii. Doorways and Door Hardware

With the exception of the accessible restroom facilities discussed below, most doors and doorways at Town Hall do not conform to ADA accessibility standards. This is typically due to one or more of the following conditions:

- Lack of appropriate hardware. Most doors have standard doorknobs, which cannot be operated with a closed fist or without grasping. Lever handles or simple push-pull hardware are required.



- Lack of adequate side clearance at doors. A minimum 18” clearance is required at the latch-pull side of any passage or entry door. In some

cases at Town Hall this is the result of furniture placed too close to the door; in other cases the door swing or location is problematic. In addition, where automatic door closers are used, a minimum 12" clearance is also required at the latch *push* side; however, few if any automatic closers were noted at Town Hall other than at restroom and exterior entrances.

iv. Service Counters

Height – transaction area

In several locations the transaction counters exceed the ADA maximum of 36"



Access aisle – turnaround space

In some locations there is no open area within the room to allow a wheelchair to turn around



This is especially problematic in cases where the door swings into the access aisle space.

c. Access to staff and other services

i. Signage and floor; functionality (height and visibility)

As noted above, the Interior signage at Town Hall does not generally meet ADA standards.

d. Restroom facilities

i. The Men's and Women's restroom facilities in Town Hall offer some degree of accessibility, but there are several non-compliant conditions which should be corrected. These include the following:

Lower Level Women's Room

This room is designated as accessible, and is provided with an automatic door operator. As noted above, the exterior signage is not ADA-compliant. The interior of the toilet room is generally compliant.

Upper Level Men's Room

This room is designated as accessible, and is provided with an automatic door operator. As noted above, the exterior signage is not ADA-compliant. The interior of the toilet room is non-compliant in several respects:

- The urinal is mounted higher than the 17" ADA maximum. The required 30" x 48" clear floor space may not be present.
- There are two toilets in the accessible toilet stall. This interferes with the required 60" minimum rear-wall clearance at the toilet, and may violate the State Plumbing Code (subject to verification of dimensions, this may be correctable by eliminating one of the toilets).



- The floor-mounted cabinet heater interferes with the required 56" minimum side-wall clearance at the toilet. (see comment above)
- The toilet compartment door swings out and lacks the required clear floor area and pull-side clearances. (subject to verification of

dimensions, this may be correctable by reversing the door to swing in to the compartment)

- The bottom edge of the mirror is mounted above the maximum 40" limit.

Lower Level Men's Room

This room is not identified as accessible, and was therefore not evaluated for compliance. However, it was noted that some effort has been made to provide accessible features (such as the lavatory), but full compliance is probably not possible due to space constraints.

Upper Level Women's Room

This room is not identified as accessible, and was therefore not fully evaluated for compliance. However, it was noted that some effort has been made to provide accessible features (such as the lavatory, grab bars, etc.), but that full compliance would require modifications to at least the following items:

- Interior door latch (privacy deadbolt) interferes with pull handle clearance.
- Latch-pull side clearance at door is inadequate.
- Rear-wall grab bar is mounted at 38" AFF - ADA maximum is 36".



e. Emergency communication equipment

- i. The building is equipped with a fire alarm system, and horn/strobe units were noted at several locations. However, a full survey of the coverage of these signaling devices in all accessible portions of the building was not conducted.

- f. Issues with access to other specialized services
 - i. None noted.
6. BARRIERS THAT LIMIT ACCESS TO EXISTING BUILDING
 - a. Description of each barrier and nature of limitation
 - i. Condition of parking and pathway surfacing.

Parking areas and accessible routes are in generally good condition, but slopes may locally exceed ADA maximums. Van-accessible spaces are not identified, although there appears to be space to provide spaces and aisles of the required dimensions.
 - ii. Ramps and doors

The main (lower-level) entrance door has a non-compliant threshold. This is not a complete barrier to access but may pose a challenge to some individuals.
 - iii. Signage and service locations

Signage is generally non-compliant, as discussed above. Service locations within the building are generally accessible but there are problems with door configuration and operation, service counter height, wheelchair turning space, etc.
 - iv. Counters and other work surfaces

See above for counter height limitations and wheelchair turning space at public service locations.
 - v. Restroom facilities

There are designated accessible restrooms at both floor levels, but not all elements are compliant, particularly at the upper-level Men's room. See above for additional detail.
 - vi. Other issues

See above for consideration of assumed site flooding at rear (accessible) entrance and its impact on accessible parking and building access.
7. SHORT TERM SITE IMPROVEMENTS
 - a. Accessible Parking
 - i. Re-stripe and designate van-accessible space and access aisle.
8. LONG TERM SITE IMPROVEMENTS
 - a. Parking and Pathway Slopes
 - i. Correct grading and drainage around rear building entrance to achieve correct ADA grades (no steeper than 1:48) across accessible parking spaces, access aisles and accessible route to entrance. Site drainage improvements may be necessary to control flooding in this area.

9. SHORT TERM BUILDING IMPROVEMENTS

- a. Entrance Threshold – priority repair
As noted above, the door threshold exceeds the allowable ADA height. However, the deteriorated interior portion of the threshold should be replaced to provide a consistent edge with no more than a ¼” vertical step.
- b. Men’s Room Accessibility
The upper-level Men’s room requires several modifications to make it fully accessible: Provide ADA-compliant signage, including at power door operator
Reconfigure toilet stall to provide correct side- and rear-wall clearance, floor space and door swing. This will require the removal of one of the two toilets, and may require moving or changing the cabinet heater.
Rehang the urinal a maximum (lip) height of 17”. Ensure required 30” x 48” floor space is available and that urinal is no closer than 15” to a side wall or partition. Cut back interior drywall partition as needed to provide clearance for the 90-degree turn to the urinal.
Lower mirror to 40” max. above the floor.
- c. Interior Signage
Provide consistent ADA-standard signage for all accessible doorways, routes and spaces.
- d. Door Hardware – priority items
Provide lever-handle hardware at any doors expected to be used by the general public. Ensure single-action release (from the room or exit side) of doors subject to locking (i.e., no separate deadbolts, etc.)
- e. Service Counters – interim accommodation
Where ADA-accessible height (36” or less) counters are not available, ensure that alternate accommodation is available. This can include a desk or table of appropriate height in the same service area, equally accessible to all users. Furniture, including counters, should be moved to provide compliant door clearance and fully accessible routes.
- f. Door Clearances – furniture interference
Remove or relocate furniture to allow 18” clear at the latch-pull side of doors, plus 12” clear at the latch *push* side where the door is equipped with a closer. This should include the relocation of service counters, where possible.

10. LONG TERM BUILDING IMPROVEMENTS

- a. Entrance Threshold
In conjunction with regrading and drainage improvements around the main entrance area noted above, provide ADA-compliant entrance door system, including threshold, plus new or modified door and hardware as necessary. ADA-compliant signage, including Braille lettering at power door operators, should be included.

- b. Door Hardware – remaining locations
Provide lever-handle hardware at remaining doors. Include tactile warning on backside of handle at doors to hazardous locations
- c. Service Counters – transaction height
Provide permanent sections of all transaction/service counters at ADA-compliant height (36” or less). These sections should have the same approach path and access to customer services as higher-level counters.
- d. Door Clearances and Swings
Reconfigure or relocate door openings and/or change door swings to allow 18” clear at the latch-pull side of doors, plus 12” clear at the latch push side where the door is equipped with a closer.
- e. Alarm System upgrades
Provide audio-visual signaling at all required areas of the building.